<div align="center">**Service Unit: 2019-2022 Department Review**</div>

Part 1: - Department Overview

Department Name: Articulation Office (Admissions & Records)

Department Mission and Description: The mission of the Articulation Office is to provide accurate program information for faculty, staff, & students, as well as to certify Jefferson State Community College graduates, coordinate the process of reviewing, updating & preparing the Catalog & Student Handbook for printing. The Articulation Office also oversees the student admission application process, course registration, and class scheduling.

Department Goals:

1) Implement a new online admission application using TargetX customer relationship management (CRM)
2) Build a new and maintain all current associate degree and certificate programs in Degree Works & Banner and train an additional staff member in Degree Works operations
3) Graduation applications will be processed in a timely manner and applicants will receive timely feedback
4) Consolidate & securely store physical student records
5) Translate paper student request forms to Dynamic Forms workflows
6) Create a single comprehensive Banner & TargetX training document for multiple Admissions & Records processes
7) Build, publish, & maintain a single Admissions & Records webpage to provide a "one stop shop" for Articulation Office services/functions
8) Students will receive current & accurate information in the Jefferson State Community College Catalog

Department Outcomes Achievement:

1) The admission process is completely online using TargetX CRM. Admission employees have been trained on how to access & utilize TargetX for admission purposes. Admissions employees have been trained on how to access & utilize TargetX for admission purposes.
2) 100% of associate degrees and certificates have been accurately scribed into OneACCS Banner. A dedicated position, Curriculum Coordinator, has been created & filled, effective September 1, 2021. We are well underway with training this employee to coordinate our Degree Works operations. This will allow JSCC further enhance Degree Works functionality.
3) One hundred percent of students who applied to graduate who did not meet graduation requirements for the term were emailed a Degree Works audit in a timely manner. A half-page explanation sheet of the audit was attached to each audit sent. Students meeting graduation requirements received a congratulatory letter and diploma order card in a timely manner.

4) The vast majority student records are now stored securely in Room 201 of the Allen Library until they can be reviewed for destruction. "In process" records, such as admission documents, will be stored securely in file cabinets located in staff offices; documents will be scanned & held for 12 months, after which they will be shredded.

5) The use of paper student request forms has been reduced, but not quite eliminated. For example, the diploma order form, which requires payment, is not currently in Dynamic Forms. Points of contact as well as the appropriate administrators have been identified & designated in Dynamic Forms, which is workflow dependent.

6) The training guide is a "living" document, meaning it can be updated when required. New employees will be granted access to the training guide PDF, which is stored on a shared drive, for education & reference purposes.

7) Reduce student, staff, & faculty email/phone requests for information that is already published online.

8) One hundred percent of all revisions to the Catalog were completed & submitted to the designer for final submission for printing purposes.

Articulation Office Performance Data

<u>Dynamic Forms Data</u>

Change of Major Requests Processed: **5774** (5/14/2020 to 12/14/2022)

Complete Withdrawal Requests Processed: **1716** (5/15/2020 to 11/29/2022)

Course Forgiveness Requests Processed: **1105** (7/10/2020 to 12/14/2022)

Course Withdrawal Automatic W Requests Processed: **4362** (5/15/2022 to 11/17/2022)

Course Withdrawal for WP Requests Processed: **2293** (7/7/2020 to 12/13/2022)

Identification Submission Requests Processed: **12520** (12/9/2021 to 12/14/2022)

Student Information Change Requests Processed: **2309** (4/24/2020 to 10/12/2022)

<u>TargetX Data</u>

Student Admission Applications Submitted via TargetX by Term & Year:

 <u>Summer 2022</u>

  First-Time Freshmen, Transfer, Transient, & Readmitted Students: **4277**

Submission date: 12/16/2022   **Submitted by:** Barry Graves

High School Accelerated Program & Dual Enrollment Students: **202**

<u>Fall 2022</u>

First-Time Freshmen, Transfer, Transient, & Readmitted Students: **5672**

High School Accelerated Program & Dual Enrollment Students: **2730**

<u>Graduated Student by Degree Programs by Term & Year (**Note:** Some Students Earned Multiple Degrees and/or Certificates)</u>

<u>Fall 2021</u>

Associate in Arts: **98**

Associate in Applied Science: **132**

Associate in Science: **130**

Certificates: **80**

Short Term Certificates: **95**

<u>Spring 2022</u>

Associate in Arts: **338**

Associate in Applied Science: **453**

Associate in Science: **429**

Certificates: **194**

Short Term Certificates: **241**

<u>Summer 2022</u>

Associate in Arts: **49**

Associate in Applied Science: **96**

Associate in Science: **97**

Certificates: **52**

Short Term Certificates: **64**

Planned Projects for 2023

- ACCS is in the early stages of developing guidelines for colleges, including JSCC, to implement Ad Astra course scheduling software. The Ad Astra implementation process will require months of troubleshooting, networking between various stakeholders, & staff training.
- We are working to sign a contract with Parchment, which currently administers JSCC's transcript ordering process, to begin offering online diploma ordering for students/alumni. Contract negotiations are currently on hold but are expected to resume following the Holiday season.
- The Articulation Office will meet with various vendors regarding the prospect of implementing a curriculum management system. In addition, this system should provide JSCC with an online Catalog featuring a searchable database, in addition to sundry other benefits.